

the burden of the proposed collection of information; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Titles and Form Numbers:

a. Court Appointed Fiduciary's Account (legal size), VA Form 21-4706
b. Federal Fiduciary's Account, VA Form 21-4706b

c. Court Appointed Fiduciary's Account, VA Form 21-4706c

d. Account Book, VA Form 21-4718

OMB Control Number: 2900-0017.

Type of Review: Reinstatement, with change, of a previously approved collection for which approval has expired.

Abstract: The information is used to audit accounts of fiduciaries and monitor estate supervision issues to include the need for suspension of benefits when warranted.

Affected Public: Individuals or households—Business or other for-profit—Not-for-profit institutions, and State, Local or Tribal Government.

Estimated Annual Burden

a. VA Form 21-4706—2,628 hours.

b. VA Form 21-4706b—4,370 hours.

c. VA Form 21-4706c—2,808 hours.

d. VA Form 21-4718—13,140 hours.

Estimated Average Burden Per Respondent

a. VA Form 21-4706—30 minutes.

b. VA Form 21-4706b—30 minutes.

c. VA Form 21-4706c—30 minutes.

d. VA Form 21-4718—2 hours and 30 minutes.

Frequency of Response: Once annually.

Estimated Number of Respondents

a. VA Form 21-4706—5,256

b. VA Form 21-4706b—8,740

c. VA Form 21-4706c—5,616

d. VA Form 21-4718—5,256.

Dated: November 2, 1999.

By direction of the Secretary:

Barbara H. Epps,

Management Analyst, Information Management Service.

[FR Doc. 99-31265 Filed 12-1-99; 8:45 am]

BILLING CODE 8320-01-P

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0227]

Proposed Information Collection Activity: Proposed Collection; Comment Request

AGENCY: Veterans Health Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veterans Health Administration (VHA) is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed reinstatement, with change, of a previously approved collection for which approval has expired, and allow 60 days for public comment in response to the notice. This notice solicits comments on the burden estimates relating to customer satisfaction surveys.

The purpose of this submission is to request reinstatement of approval of previously expired data collections. All surveys were previously approved under the Office of Management and Budget (OMB) Control No. 2900-0227. At this time VHA wishes to utilize OMB Control No. 2900-0227 to consolidate all nation-wide surveys under one approval for Headquarters sponsored patient satisfaction surveys. These voluntary customer service surveys meet the requirements of Executive Order 12862, Setting Customer Service Standards.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before January 31, 2000.

ADDRESSES: Submit written comments on the collection of information to Ann Bickoff, Veterans Health Administration (193B1), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0227" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Ann Bickoff at (202) 273-8310.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Public Law 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from OMB for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VHA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VHA's functions, including whether the information will have practical utility; (2) The accuracy of VHA's estimate of the burden of the proposed collection of information; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Title: Nation-wide Customer Satisfaction Surveys.

OMB Control Number: 2900-0227.

Type of Review: Reinstatement, with change, of a previously approved collection for which approval has expired.

Abstract: Executive Order 12862, Setting Customer Service Standards, requires Federal agencies and Departments to identify and survey its customers to determine the kind and quality of services they want and their level of satisfaction with existing service. VHA uses customer satisfaction surveys to gauge customer perceptions of VA services as well as customer expectations and desires. The results of these information collections lead to improvements in the quality of VHA service delivery by helping to shape the direction and focus of specific programs and services.

Affected Public: Individuals or households.

PROSTHETIC PATIENT SATISFACTION SURVEY, VA FORM 10-0142B

Year	Number of respondents	Estimated burden hour	Estimated annual burden	Frequency of response
2000	27,000	24 (minutes)	10,800	Annual.
2001	27,000	24	10,800	Annual.
2002	27,000	24	10,800	Annual.

PROSTHETICS BLIND AID PHONE SURVEY, VA FORM 10-0142C

Year	1Number of Respondents	Estimated bur- den hour	Estimated an- nual burden	Frequency of response
2000	1,900	30 (minutes)	950	Annual.
2001	1,900	30	950	Annual.
2002	1,900	30	950	Annual.

INPATIENT SATISFACTION SURVEY—MENTAL HEALTH INSERT INCLUDED, VA FORM 10-1465-1

Year	Number of re- spondents	Estimated bur- den hour	Estimated an- nual burden	Frequency of response
2000	33,600	15 (minutes)	8,400	Annual.
2001	33,600	15	8,400	Annual.
2002	33,600	15	8,400	Annual.

GENERAL OUTPATIENT SATISFACTION SURVEY, VA FORM 10-1465-3

Year	Number of re- spondents	Estimated bur- den hour	Estimated an- nual burden	Frequency of response
2000	48,000	15 (minutes)	12,000	Annual.
2001	48,000	15	12,000	Annual.
2002	48,000	15	12,000	Annual.

GENERAL OUTPATIENT SATISFACTION SURVEY, VA FORM 10-1465-3.

In addition to the above, VA Form 10-1465-3 will be sent to a selection of Gulf Era Outpatients.

Year	Number of re- spondents	Estimated bur- den hour	Estimated an- nual burden	Frequency of response
2000	23,400	15 (minutes)	5,850	Annual.
2001	23,400	15	5,850	Annual.
2002	23,400	15	5,850	Annual.

SPINAL CORD INJURY SATISFACTION SURVEY, VA FORM 10-1465-7

Year	Number of re- spondents	Estimated bur- den hour	Estimated an- nual burden	Frequency of response
2000	2,686	30 (minutes)	1,343	Annual.
2001	2,686	30	1,343	Annual.
2002	2,686	30	1,343	Annual.

HOME BASED PRIMARY CARE SATISFACTION SURVEY, VA FORM 10-1465-9

Year	Number of re- spondents	Estimated bur- den hour	Estimated an- nual burden	Frequency of response
2000	3,876	22.5 (minutes)	1,454 hours	Annual.
2001	3,876	22.5	1,454 hours	Annual.
2002	3,876	22.5	1,454 hours	Annual.

NUTRITION ANALYSIS SATISFACTION SURVEY, VA FORM 10-5387

Year	Number of re- spondents	Estimated bur- den hour	Estimated an- nual burden	Frequency of response
2000	137,600	2 (minutes)	4,587 hours	Annual.
2001	137,600	2	4,587 hours	Annual.
2002	137,600	2	4,587 hours	Annual.

Most customer satisfaction surveys will be recurring so that VHA can create ongoing measures of performance and to determine how well the agency meets customer service standards. Each collection of information will consist of the minimum amount of information necessary to determine customer needs and to evaluate VHA's performance. VHA expects a total annual burden of approximately 45,384 hours in 2000, 2001, and 2002.

The areas of concern to VHA and its customers may change over time, and it is important to have the ability to evaluate customer concerns quickly. OMB will be requested to grant generic clearance approval for a 3-year period to conduct customer satisfaction surveys and focus groups. Participation in the surveys will be voluntary and the generic clearance will not be used to collect information required to obtain or maintain eligibility for a VA program or benefit. In order to maximize the voluntary response rates, the information collection will be designed to make participation convenient, simple, and free of unnecessary barriers. Baseline data obtained through these information collections will be used to improve customer service standards. VHA will consult with OMB regarding each specific information collection during this approval period.

Dated: November 1, 1999.

By direction of the Secretary:

Sandra S. McIntyre,

Program Analyst, Information Management Service.

[FR Doc. 99-31266 Filed 12-1-99; 8:45 am]

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0089]

Proposed Information Collection Activity: Proposed Collection; Comment Request

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veterans Benefits Administration (VBA), Department of Veterans Affairs (VA), is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed

extension of a previously approved collection and allow 60 days for public comment in response to the notice. This notice solicits comments on the information needed to determine eligibility for income-based benefits programs.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before January 31, 2000.

ADDRESSES: Submit written comments on the collection of information to Nancy J. Kessinger, Veterans Benefits Administration (20S52), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0089" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Nancy J. Kessinger at (202) 273-7079 or FAX (202) 275-5947.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Public Law 104-13; 44 U.S.C. 3501-3520), Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VBA invites comments on: (1) whether the proposed collection of information is necessary for the proper performance of VBA's functions, including whether the information will have practical utility; (2) the accuracy of VBA's estimate of the burden of the proposed collection of information; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Title: Statement of Dependency of Parent(s), VA Form 21-509.

OMB Control Number: 2900-0089.

Type of Review: Extension of a currently approved collection.

Abstract: 38 U.S.C. 102 requires that income and dependency must be determined before benefits may be paid to or for a dependent parent. VA Form 21-509 is used to gather the necessary information from the applicant to make this determination.

Affected Public: Individuals or households.

Estimated Annual Burden: 20,000 hours.

Estimated Average Burden Per Respondent: 30 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 40,000.

Dated: October 28, 1999.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 99-31267 Filed 12-1-99; 8:45 am]

BILLING CODE 8320-01-P

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0013]

Proposed Information Collection Activity: Proposed Collection; Comment Request

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veterans Benefits Administration (VBA), Department of Veterans Affairs (VA), is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed reinstatement, with change, of a previously approved collection for which approval has expired, and allow 60 days for public comment in response to the notice. This notice solicits comments on the information needed to determine eligibility for issuance of a burial flag for a deceased veteran.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before January 31, 2000.

ADDRESSES: Submit written comments on the collection of information to Nancy J. Kessinger, Veterans Benefits Administration (20S52), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0013" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Nancy J. Kessinger at (202) 273-7079 or FAX (202) 275-5947.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Public Law 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VBA invites